**Woman held for using forged Passport**

2219. SHRI PRAMOD MAHAJAN:
SHRI VIREN J. SHAH:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether Government's attention has been drawn to a report published in the "Indian Express" of the 2nd August, 1995 under the caption, "Woman held for using forged Passport";

(b) if so, the details in this regard;

(c) under what circumstances a diplomatic passport was issued and used by the said woman and how the fraud was detected;

(d) what are the details of fraud cases which came to Government's notice in the issue of passports by each Passport Office in the country and particularly in northern India, during the year 1993-94 and so far in 1995; and

(e) what action Government have taken so far in each case?

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI R. L. BHATIA): (a) to (c) On the night of 5-6 May, 1995 a lady named Surender Monga was arrested at Indira Gandhi International Airport wnne trying to leave for USA on Diplomatic Passport No. D-121191 issued by the Ministry of External Affairs in New Delhi on 26th April 1995 in the name of Smt. Shail Devi, wife of Shri Ram Sharan Yadav, M.P., Lok Sabha. The passport contained the photo of Surender Monga who was impersonating as Shail Devi. The impersonation was detected by Immigration authorities on the basis of information provided by the US Embassy in New Delhi and a case was registered against her.

The Diplomatic Passport was issued by the Ministry of External Affairs on a request by Shri Ram Sharan Yadav, M.P., for his wife Smt. Shail.Devi. The photo to be affixed on the passport was attested by Shri R.S. Yadav and the application form forwarded by the Legislative Officer, Lok Sabha Secretariat. As per practice, the passport was issued without any police verification.

(d) According to available information,

instances where passports were issued illegally in connivance with passport offi

cials are as follows:—

1: 1993 — 1
2. 1994 — 11
3. 1995 — 5

(e) In many of these cases investigating

agencies have already initiated proceed ings against the officials. In cases of proven guilt, penalities in accordance with the rules have been imposed.

**Complaint against Telecom Department of Assam in Consumer Courts**

2220. SHRI PARAG CHALIHA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of complaints in Consumer Courts received against the Telecommunication Department in Assam;

(b) whether it is a fact that the Telecommunication Department has Hot agreed to reply or redress the grievances; and

(c) if so, what are the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) The number of complaints received from Consumer Courts as on 7.8.95 is 546.

(b) Every effort is made take timely action to redress the grievances.

(c) Does not arise in view of (a) above.

**Deterioration in Services of MTNL**

2221. SHRI INDER KUMAR GUJRAL: Will the Minister of COMMUNI CATIONS be pleased to state:

(a) whether Government's attention has been drawn to the write-up appearing in the Hindustan Times beginning 23rd

July. 1995 regarding deterioration in the services rendered by MTNL;

(b) if so, what is Government's reaction thereto; and

(c) steps Government have taken to improve the services in the areas pointed out in these write ups?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) Yes, Sir, the write-ups that appeared in the 'Hindustan Times' beginning 23rd July 1995 have been seen.

(b) and (c) Note has been taken of all the issues raised in referred write-ups and steps are being taken on all important items as given in the Statement.

**Statement**

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| 23-7-95 | |
| Customers have to give bribe for every visit of the lineman. | Through various advertisements public is exhorted not to resort to giving monitory gratifications to the line-men. There are many other avenues available to the public for the redressal of the grievances. To guard against corrupt practice, we have a full fledged vigilance cell headed by a General Manager. Customers should not pay any bribe to anyone and instead make use of the various redressal forums. |
| Linemen are not trained to handle the modern equipment. | Our Linemen are supposed to trace and outdoor plant faults. They have adequate ing in this. The external plant remains the even if the exchange to which it is attached is most modern or the conventional type. The linemen have no role in handling of exchange equipment. However, linemen are given ate training in the required technology in their area of work. |
| Handling of telephone instrument by linemen. | Linemen have instructions not to open a telephone instrument at the customer's premises. The instrument found faulty is to be replaced and sent for repairs to the workshop. |
| 24-7-95 | |
| Subscriber complaint of inflated bills for calls which are never made or for phones which are dead. It is alleged that the linemen are diverting lines. | The present rate of complaint of inflated bill MTNL Delhi is only 0.26% of bills issued. Since about 87% of the telephones are served from electronic exchanges which have the dynamic locking of STD facility, the chances for diversion of lines for misuse do not arise. The possibility of subscriber saying that they have not made the calls is only when subscriber not lock the STD and their family members, relatives, friends or neighbours take of this without their knowledge. |

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| Billing Errors. | Complaints in billing error in MTNL Delhi are very insignificant against a total number of bills of the order of 55 to 60 lacs issued per year. Whenever an error is pointed out by the subscriber, immediate action is taken to rectify the mistake and give a duplicate bill. |
| Telephone remain dead for long duration inaction by 198 Repeated faults on telephones. | Apart from 198/2198 we have opened voice mail-box service which is always easily eccess-ible round the clock.<br>MTNL Delhi gets about 10,000 complaints in a day and out pf it around 65% of the faults are cleared by the following day and about 85% with in two days. Our statistics show that 99% of the faults get cleared within 7 d»ys and it is<br>only 1% which go beyond week's time. These<br>are due to faulty underground cables or cables having been stolen.<br>Special checks are made on the quality of repairs to ensure that once a faulty telephone is repaired the fault does not reoccur for a sufficiently long period of time, inspite of our best efforts sometimes repaired faults do occur. |

26-7-95

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| Poor response at 197 they arc not able to give correct number oi ' tell that no such organisation exists, changed numbers are seldom given, payphones faulty at ISBT and Kashmiri Gate, GPO. | To provide better response at 197 service, the whole directory enquiry system has been re-placed by a new larger capacity higher speed computerised on line system which provides for decentralized functioning of the service to re-duce load on 197 and also further improve the response. The computerised automatic changed number announcement service has been com-missioned on 15th August 1995. This service which is available to the subscriber on telephone No. 1951, 1952 will provide the subscriber, the changed number by the computer without any human intervention.<br>As regards functioning of PCOs these are checked every day. Complaint booked at 3712345 (which is specific number for registering complaints regarding faulty PCOs) draw<br>special attention and monitored at highest level. Today there are 3275 manned STD/ISD PCOs and around 16,600 local private besides 1850 departmental PCOs.<br>For the PCOs reported faulty in the newspapers, no complaint had been booked and these were set right the next day during the daily routine check. |

27-7-95

There is wide gap between the public expectation and MTNL ty to delivery shifting takes very long time and is a cumbersome process.

Today over 10 Lac telephones are working under the jurisdiction of MTNL. There is quite a large number of requests for shifting of telephone from one location to another. The OBs against these requests are issued after ascertaining the genuineness of the case. This checking is essential since we get a sizeable number of cases which involve some disputes the family or the organisation.

Once the OB is issued the telephone is provided at the new location within the stipulated period. However, in a few localities it may not be possible to shift the telephone due to non-availability of spare cable pairs. In such cases, the customers are generally kept informed about the delay.

The third party transfer also costs more than Rs. 500.00.

Similarly third party transfer is now liberalised and does not take long if all the required documents are made available.

**Conversion of Metre Gauge From Man-mad to Hyderabad**

2222. SHRI T. VENKATRAM REDDY:
SHRI G. PRATHAPA REDDY:

Will the Minister of RAILWAYS be pleased to state:

(a) when the conversion of metre gauge line into broad gauge line from Manmad to Hyderabad was started;

(b) the progress made so far; and

(c) by when the project is likely to be completed?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MALLIKARJUN): (a) Gauge conversion of Manmad-Parli Vaijnath was taken up in 1974-75. The line from Parli Vaijnath to Hyderabad via Vikarabad was already BG.

(b) and (c) The work has been completed in 1993-94.

**Arrest of Wild Animals' Skin Smuggler**

2223. SHRI RAJ NATH SINGH:
SHRIMATI MALTI SHARMA:

Will the Minister of ENVIRONMENT AND FORESTS be pleased to state:

(a) whether it is a fact that Government have recently arrested any wild animals' skin smuggler in Delhi as reported in the newspapers;

(b) if so, the details thereof;

(c) the name of the countries in which he has sold/smuggled these skins and from where he brought these skins; and

(d) what action has been taken/or is being taken against him to stop these practices in future to kill innocent wild animals?

THE MINISTER OF STATE OF THE MINISTRY OF ENVIRONMENT AND FORESTS (SHRI KAMAL NATH): (a) and (b) Yes, Sir. Sansar Chand a notorious illegal trader of wildlife parts and products, was arrested by the Delhi